REGISTERED NO. PT.-40

The Bihar Gazette

EXTRA ORDINARY

PUBLISHED BY AUTHORITY

21 VAISHAKH 1948 (S)

(NO. PATNA 457) PATNA, MONDAY, 11TH MAY 2026

BIHAR ELECTRICITY REGULATORY COMMISSION, PATNA

NOTIFICATION

22nd April 2026

(Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy) (4th Amendment) Regulations, 2025

No.-BERC-Case No. 40/2025-04.—In exercise of the powers conferred by clause (r) and (s) of Section 181(2) read with sub-section (5) to (7) of section 42 of the Electricity Act, 2003 (36 of 2003) and all other powers enabling it in this behalf, the Bihar Electricity Regulatory Commission hereby makes the following amendments in BERC (Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy) Regulations 2017 read with BERC (Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy) (1st Amendment),Regulations 2019, (2nd Amendment), Regulations 2021 and (3rd Amendment), Regulations 2025.

1. ***Shorts Titles and Commencement.***—

1.1 These Regulations may be called the Bihar Electricity Regulatory Commission (Consumer Grievance Redressal Forum, Electricity Ombudsman and Consumer Advocacy) (4th Amendment) Regulations, 2025.

1.2 These Regulations shall be applicable to all distribution licensee in the "State of Bihar" in their respective licensed areas.

1.3 These Regulations shall come into force from the date of notification in the Official Gazette.

1.4 These Regulations shall be construed harmoniously with the standards of performance of the distribution licensees and the Electricity Supply Code specified by the Commission under the provisions of Clause (x) and (za) of sub- section (2) of section 181 of the Act. In case of any inconsistency with these Regulations, the standards of performance of the distribution licensees and the Electricity Supply Code shall prevail.

2. Amendment of Regulations.—

(A) ***Regulation 2.2 of the Principal Regulation shall be substituted as under:***

"The distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the Act at different levels to cater to the needs of the sub divisions, division, circle, zone, company level.

However, the licensee shall establish at least one Forum in each Supply Circle and at Company level which may further extend to Division, sub division level, as and when needed.

The consumer aggrieved by the decision of sub division or division or circle forum will have the option to approach the company level forum before making an appeal to the Ombudsman. However, HT Consumer may approach the company level forum directly without going to the circle level or below CGRF.

If a consumer's grievance is not redressed by the company level forum within forty-five (45) days from the date of admission of the complaint or the consumer is not satisfied with the disposal of his grievance, he will be free to approach the Ombudsman appointed by the Commission.

The Distribution Licensee shall facilitate/create digital interface and escalation of the complaint to Consumer Grievance Redressal Forum at Company level, if the grievances of the consumer are not redressed within a period of forty-five (45) days from the date of admission of the complaint, at the Circle level or below CGRF.

Also, provided that in the event of grievance being disposed of after the maximum period specified above, the Forum should record in writing, the reasons for the same at the time of disposing the said grievance and inform the Ombudsman.

The Forum may be assigned different types of grievances depending on the nature of the grievance and the level at which it can be best resolved."

(B) ***The Regulation 2.4 (a)(i) of the Principal Regulations shall be substituted as under:***

"The Forum other than company level shall be headed by an officer of licensee of appropriate seniority not below the rank of Electrical Executive Engineer (EEE) or equivalent and Forum at company level shall be headed by an officer of licensee of appropriate seniority not below the rank of Chief Engineer (CE). The Forum shall consist of serving officers of the licensee, except Independent Member, and shall have not more than three Members as consumers and prosumer representatives. The senior most Member appointed by licensee shall be the Chairperson of the Forum. Preference shall be given to the officer having experience in dealing with problems of consumers relating to

electricity matters and familiar with the consumers affairs service."

(C) ***The Regulation 2.4(a)(ii) of the Principal Regulations shall be substituted as under:***

"The second Member of the Forum shall be appointed by the licensee from amongst the serving officers of the licensee not below the rank of Electrical Executive Engineer or equivalent for circle level or below Forums and rank of Electrical Superintending Engineer for Company level Forums of appropriate seniority having at least three years experience in the field of electricity supply, distribution or accounts/finance and shall have requisite knowledge of Electricity Act/Regulation and consumer affairs."

(D) ***The Regulation 2.15 of the Principal Regulations shall be substituted as under;***

"The consolidated monthly remuneration payable by the licensee to the Independent Member (Third Member) will be Rs. 65,000/-".

(E) ***The Regulation 3.13 of the Principal Regulations shall be substituted as under;***

"The Electricity Ombudsman shall be paid a consolidated salary and such other allowances as determined by the Commission, by order, from time to time".

By order of the Commission,
NADEEM AHMAD,
Secretary.

PUBLISHED AND PRINTED BY THE SUPERINTENDENT,
BIHAR SECRETARIAT PRESS, PATNA,
BIHAR GAZETTE (EXTRA) 457—571+10
Website:https://egazette.bihar.gov.in